

Production Daily Health Report

Wednesday December 28th, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal
 Worker Portal
 CCAP
 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
12/28	GPA Semi-Monthly Issuance	Not Started
12/31	Weekly Release	Completed

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1331	0
DHS1046 – Six-Month Interim Report	Passed	Pending	0	6180	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
181	0	181	138

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

Wednesday December 28th, 2016 (10:00 AM EDT)

50

Cases without Coverage due to Top Issues

0 **P1 Incidents**
1 **P2 incidents**
1561 **P3 incidents**
87 **P4 incidents**

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	App Error on E-Signature Page (RIB-10177)	~4	After clicking "Next" on the e-Signature page, an application error is preventing authorization for four cases.	Targeted Fix Date 12-31-2016
2	System Is Incorrectly Recouping Money For More Than One Claim At The Same Time (RIB-8644)	~25	Code fix to be made to the monthly/semi-monthly recoupment logic.	Targeted Fix Date 12-31-2016
3	Incorrect APTC applied to 2017 coverage (RIB-10146)	1	A customer's selected APTC is greater than their eligible APTC.	Targeted Fix Date 12-31-2016
4	Medicaid Accounts Incorrectly Pended Due to Incorrect SWICA/DLT Mismatches (RIB-3010, RIB-5224)	~18	14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end.	Deloitte re-ran eligibility for 18 accounts, 14 of which were completed and 4 require more information from the user. Target date pending state approval
5	App Error When Attempting to Submit Application (RIB-10371)	2	An application error is occurring as a result of a mismatch between the payment begin dates and recertification dates of two cases.	Targeted Fix Date 12-29-2016

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 27th

Start of the Day

137

Scanned/Indexed



17,751

Processed



29,972

Completed



47,860

Total

Daily Net Change

3

Scanned/Indexed



135

Processed



416

Completed



554

Total

End of the Day

140

Scanned/Indexed



17,886

Processed*



30,388

Completed**



48,414

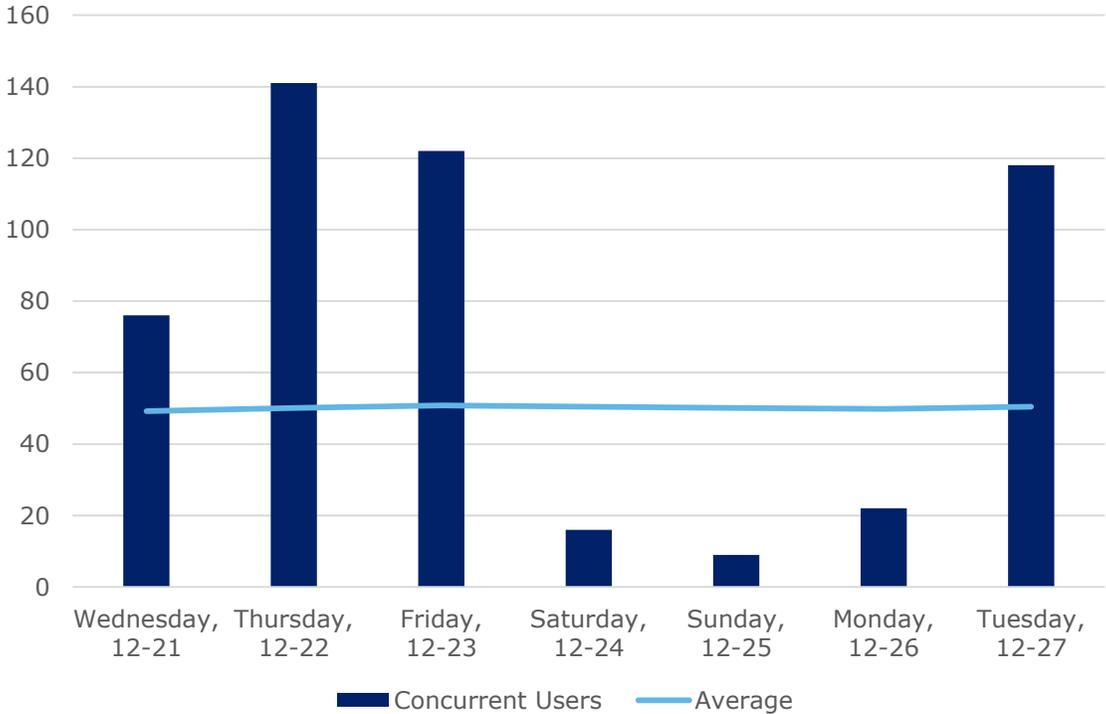
Total***

* Processed applications have gone through the application registration process, but eligibility has not been run.
** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

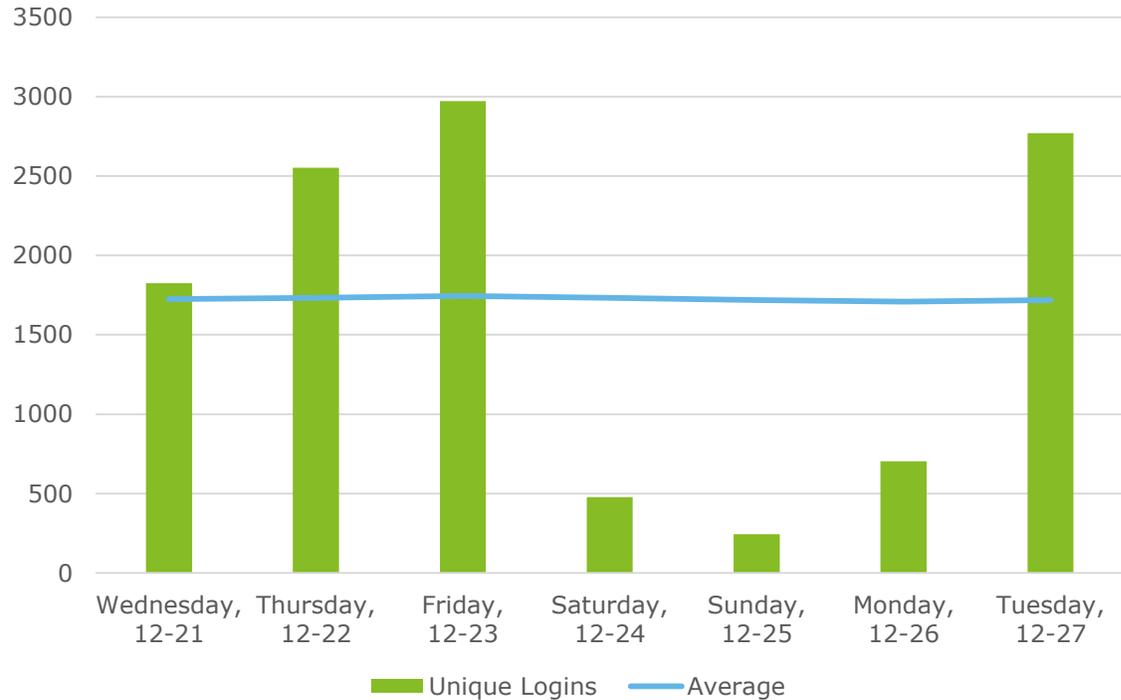
RIBridges Technical Metrics – Customer Portal

Wednesday December 28th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



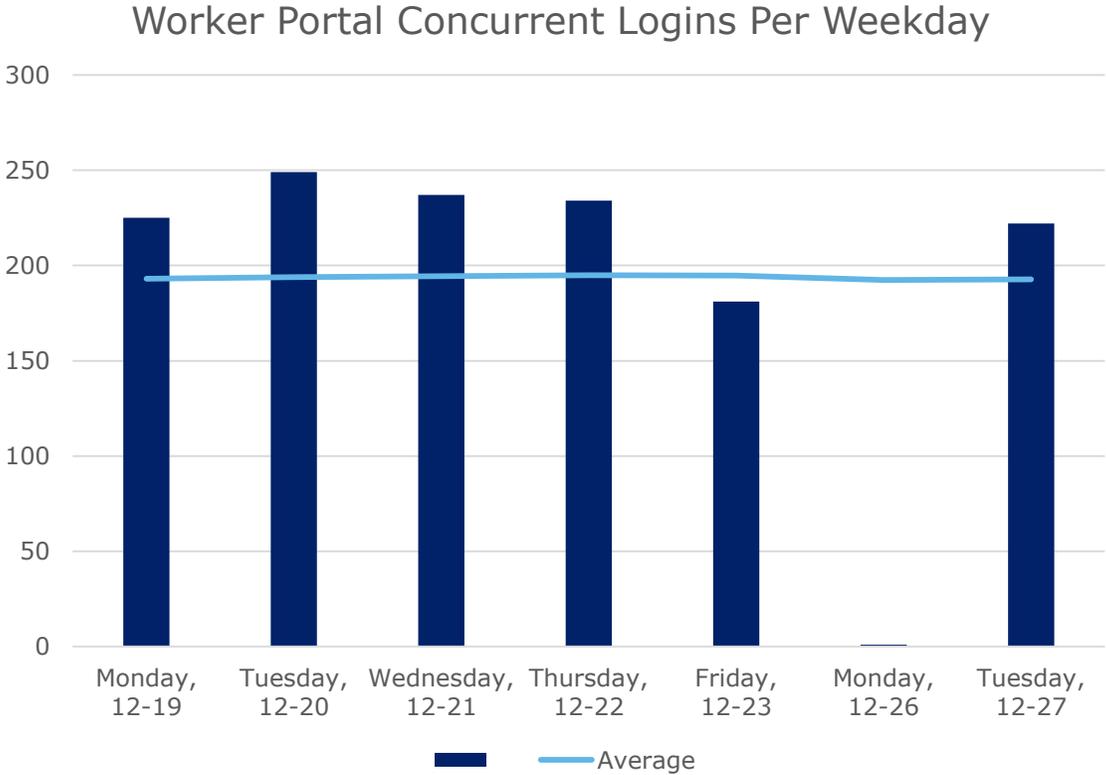
Customer Portal Unique Logins Per Day



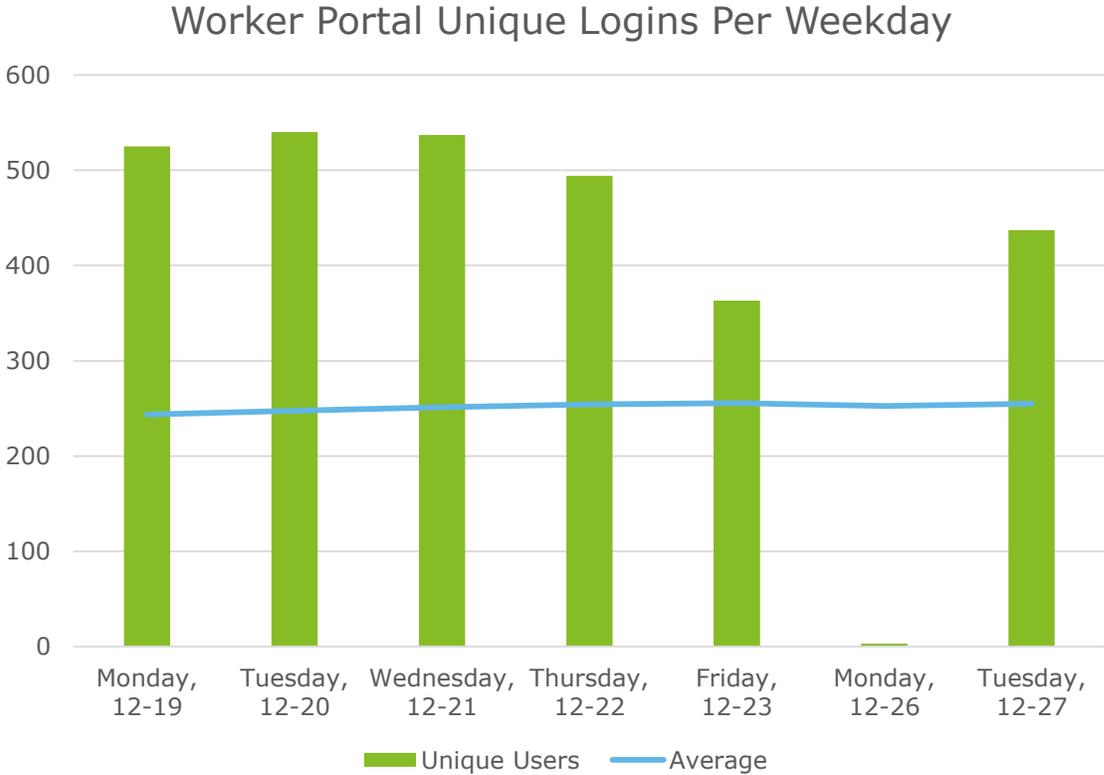
*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

Wednesday December 28th, 2016 (10:00 AM EDT)



* Concurrent is over five minutes
 ** Exact number of concurrent logins with no exclusions

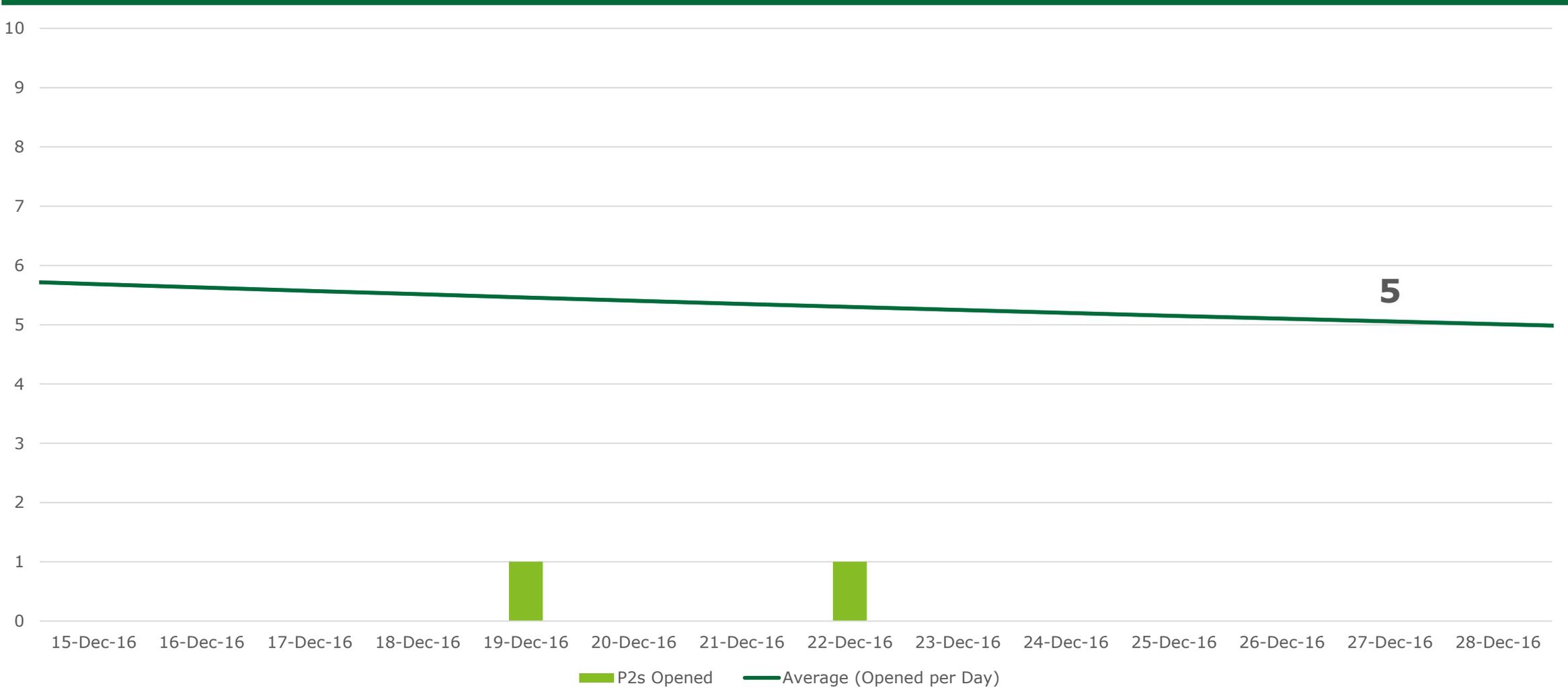


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Wednesday December 28th, 2016 (10:00 AM EDT)

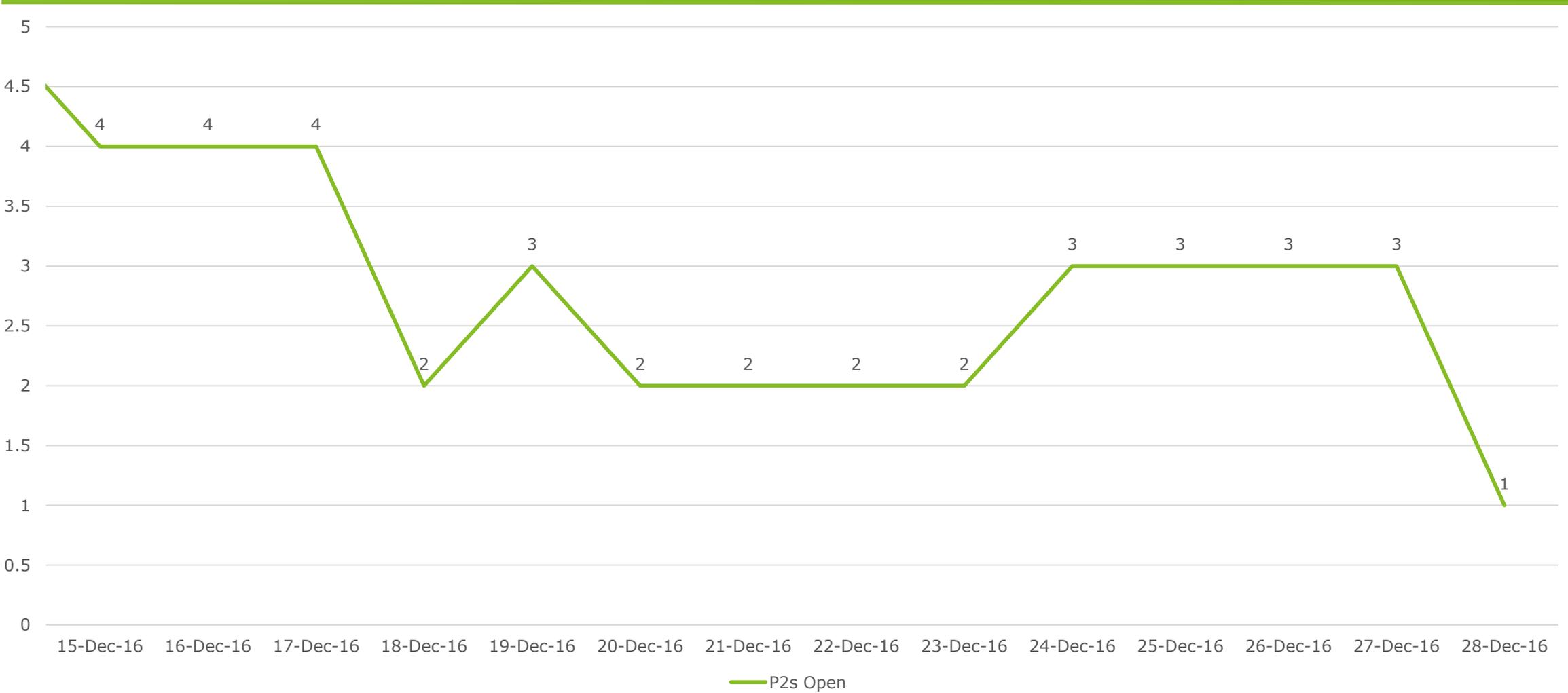
P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Wednesday December 28th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Wednesday December 28th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

